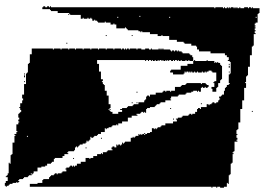
United States Postal Service

Library Reference USPS-LR-4/MC2002-1

Confirm Service Level Agreement



UNITED STATES POSTAL SERVICE

IT (INFORMATION TECHNOLOGY)

FINAL

SLA (Service Level Agreement)

CONFIRM

System Index 5000

Version 3, Revision 0

October 15, 2001

DSSC/ITCS (Distributed Systems Service Center/
Information Technology Customer Satisfaction)
4924 Green Road
Raleigh NC 27616-2800

SERVICE LEVEL AGREEMENT SUMMARY

SLA: Confirm
System Index: 5000.00
Platform: Client/Server
Portfolio: Marketing
Information Platform Business Manager: _____
Status: Final
Hours of Operation: 24X7 (24 hours a day, 7 days a week)

Section 508 Compliance Status:
The Program Manager, Information Technology Portfolio Manager, or Information Platform Business Manager agrees that all systems/applications submitted, as well as changes to existing systems/applications, for this SLA will be in compliance with Section 508 of the Rehabilitation Act. Section 508 requires federal agencies make EIT (Electronic and Information Technology) accessible to persons with disabilities.

Summary:
CONFIRM is a new service designed to electronically notify mailers of mail pending delivery or mail entering the mail stream. CONFIRM makes use of Mercury PLANET Codes. CONFIRM was developed on the Unix platform using an Oracle database. It will allow major mailers the capability to electronically track individual mail pieces through a FTP (File Transfer Protocol) transmission of data. The major mailer will have access to this information through a web interface. CONFIRM is hosted on the EPO (Electronic Post Office), and USPS Engineering provides the IDS/DCSs (Integrated Data System/Data Collection Servers) data acquisition layer. The CONFIRM database is in Eagan COSC.

The CONFIRM application collects PLANET (Postal Alphanumeric Encoding Technique) Code scan data for major mailers. Nationally IDSs collect data from approximately 10,000 pieces of MPE (Mail Processing Equipment). The IDS pass data to the EPO system for collection, processing, and distribution to the major mailers. CONFIRM is centered primarily in the EPO. USPS Engineering provides the IDS/DCS data collection layer.

CONFIRM using PLANET Codes allows Postal customers and mailers the ability to track mail electronically. To use CONFIRM, Postal customers or mailers must place two barcodes, POSTNET and PLANET codes, on their outgoing letter mail or letter-size reply mail. The Postal Service sorting equipment reads both barcodes; therefore, the readability of the PLANET Codes facilitates the transfer of data to a centralized network server for mailer access.

Support Descriptions:

1. **ACCENTURE**
   - **Service Description:** Provide Confirm application support.
   - **Hours of Support:** 7:00 a.m. to 4:00 p.m. CT, Monday through Friday.
2. DSSC/C&D
   - Service Description: Tier III certification and deployment calls.
   - Hours of Support: 6:00 a.m. to 4:00 p.m. CT, Monday through Friday. Between the hours of 4:00 p.m. and 6:00 a.m. CT, support will be provided through pagers.
3. Field IT
   - Service Description: Tier II District LAN server non-application calls.
   - Hours of Support: 8:30 a.m. to 5:00 p.m. local time, Monday through Friday.

4. Eagan COSC
   - Service Description: Tier III server calls.
   - Hours of Support: 7:00 a.m. to 4:30 p.m. CT, Monday through Friday. On-call after hours via Eagan CS (Customer Support) at (800) 877-____, option 1, option 2.
5. Eagan CS
   - Service Description: Tier II support for all problem tickets escalated to them by NCSC.
   - Hours of Support: 24X7 at (800) 877-____, option 1, option 2.
6. TS/WC
   - Service Description: Tier III support for network and telecommunication calls.
   - Hours of Support: 24X7
7. DSSC/DBSS
   - Service Description: Tier III database calls.
   - Hours of Support: Database Monitoring - 7:00 a.m. to 4:00 p.m. CT Monday through Friday. Database Problems - 24x7.
8. ESM SD
   - Service Description: Tier III IDS/DCS application support calls.
   - Hours of Support: 7:00 a.m. to 4:00 p.m. CT, Monday through Friday.
9. MTSC
   - Service Description: All site service calls.
   - Hours of Support: 24X7, including holidays, with on call support when a supervisor is not available.
10. NCSC
    - Service Description: Tier I for all calls from postal customers and mailers, and PLANET CODE certification and testing.
    - Hours of Support: 8:00 a.m. to 5:00 p.m. CT, Monday through Friday, excluding designated Postal holidays

Service Levels Metrics:

Service performance metrics data are available on the USPS Intranet at URL (Uniform Resource Locator) http://metrics/default.asp. This web page provides links to each of the CCO (Customer Care Operations) Service Provider metrics reporting offerings. Refer to the table at the end of each Service Provider's Scope of Work section for Service Level descriptions.

Special Terms & Conditions: None.

Service Level Agreement Acknowledgement

The undersigned have reviewed the contents of this agreement, understand and agree to the contents of the documentation, and agree to comply with the terms outlined.

Customer:

_____, Information Platform Business Manager, Sales and Marketing

_____, Business Program Manager

Service Providers:

_____, Manager, Distributed Systems Service Center

_____, Manager, Field Customer Care & Operations

_____, Manager, Telecommunication Services

_____, Manager, Maintenance Technical Support Center

_____, Manager, Host Computing Services

_____, Manager, Engineering, Software Development

_____, Manager, Address Management, Acting

Customer Document History

This section of the document is used to record customer-specific history of this SLA. This section is used to record scope changes such as adds, changes, deletes, and renewals of the SLA.

[REDACTED]

Future Revisions

- [REDACTED]

TABLE OF CONTENTS

1.0 SYSTEM OVERVIEW

This document discusses the support for CONFIRM. Throughout the remainder of this document it will be referred to as CONFIRM. Internal USPS users are referred to as "Postal customers". CONFIRM's paying commercial customers are referred to as "mailers".

1.1 System Description

CONFIRM is a new service designed to electronically notify mailers of mail pending delivery or mail entering the mail stream. CONFIRM makes use of Mercury PLANET Codes. CONFIRM was developed on the Unix platform using an Oracle database. It will allow major mailers the capability to electronically track individual mail pieces through a FTP (File Transfer Protocol) transmission of data. The major mailer will have access to this information through a web interface. CONFIRM is hosted on the EPO (Electronic Post Office), and USPS Engineering provides the IDS/DCSs (Integrated Data System/Data Collection Servers) data acquisition layer. The CONFIRM database is setup and Eagan, MN.

The CONFIRM application collects PLANET (Postal Alphanumeric Encoding Technique) Code scan data for major mailers. Nationally IDSs collect data from approximately 10,000 pieces of MPE (Mail Processing Equipment). The IDS servers pass data to the associated district server, which in turn passes data to the EPO system for collection, processing, and distribution to the major mailers. CONFIRM is centered primarily in the EPO. USPS Engineering provides the IDS/DCS data collection layer.

Customers receive their data either directly as an FTP download or by accessing their data from the CONFIRM Web site. Internal operations has access to the same data as the mailer via CMOR (Confirm Mail Operations Reporting), which is a Web application.

CONFIRM using PLANET Codes allows Postal customers and mailers the ability to track mail electronically. To use CONFIRM, Postal customers or mailers must place two barcodes, POSTNET and PLANET codes, on their outgoing letter mail or letter-size reply mail. The Postal Service sorting equipment reads both barcodes, therefore, the readability of the PLANET Codes facilitates the transfer of data to a centralized network server for mailer access.

The Confirm system is intended:

- To provide the capability to identify the earliest instance of a mail piece in the automated mail processing stream. This provides a mailer with information that can be used to anticipate the ultimate receipt of a particular mail piece. This function is commonly referred to as "check's in the mail", Origin CONFIRM, or RNS (Reply Notification Service).
- To provide the capability to identify the last instance of a mail piece in the automated mail processing stream. This provides a mailer with valuable information that can be used to anticipate the delivery of a particular mail piece to the mailer's customer. This function is commonly referred to as Destination CONFIRM or Delivery Confirmation Service.
- To be capable of providing the mail-processing operation with tracking data for proactive mail flow management.
- To enhance current USPS offerings to profitably increase market share in competitive, time dependent service markets.
- To provide market and demand information for product positioning, pricing, and new product development.

1.2 System Availability

The CONFIRM EPO server and application server in Eagan will be available 24X7 (24 hours a day and 7 days a week) excluding facility, system, and network maintenance windows. The IDS/DCS is available 24X7. Support for CONFIRM will be 7:00 a.m. to 4:00 p.m. CT (Central Time) Monday through Friday.

1.3 Locations Serviced

USPS has approximately 300 P&DCs (Processing and Distribution Centers) and P&DFs (Processing and Distribution Facilities). USPS has 1,500 AOs (Associate Offices). An AO reports to a P&DC/F. AOs, P&DCs, and P&DFs have MPE. In total, there are approximately 10,000 MPEs, which scan mail pieces.

1.4 The Process

The information scanned off the barcodes is recorded in the IDS, formerly known as the DCS. The IDS is a flat file system that resides on an NT server. Data from an AO IDS is transmitted to the P&DC/F IDS. IDS transfers files to a CONFIRM EPO. IDS/DCS is deployed with two applications, the DCS software and the SMMS (System Management and Maintenance Server) software. The SMMSs are located in ESM SD, which is located in Merrifield, VA, and the MTSC (Maintenance and Technical Support Center), which is located in Norman, OK. Each DCS contains data collection, data storage, and file transfer software. At the end of every run at these sites, MPE send PTD (Performance Tracking Data) files to the DCS over the NDSS (National Directory Support System) LAN (Local Area Network). These PTD files contain ID Tag (Identification Tag) and PLANET Code information and will be retrieved by the District servers over the PRN (Postal Routed Network). The District servers periodically retrieve a config file from the EPO, which provides the home EPO for each subscriber ID. The District servers will then separate the CONFIRM Planet Code data and transmit it to the EPO by package flat file. Once this data has been processed, the information is then made available to the Postal clients. The CONFIRM EPO processes the data and delivers it to the mailer subscribers.

The SMMS administrator can remotely monitor the status, load or update software, and perform other repairs and maintenance tasks at each local DCS. IDS is designed to be a central source for the collection and dissemination of mail processing and mailpiece data from MPE at USPS mail processing facilities. Each P&DC may have a number of AOs linked to it. Data from an AO DCS is transmitted to the P&DC/F IDS.

1.5 TECHNOLOGY

1.5.1 Telecommunication Requirements and Information

CONFIRM WAN (Wide Area Network) connectivity is accessed via the MNS (Managed Network Services).

1.5.2 Database

The production Oracle database resides in Eagan.

1.5.3 Software

- Unix Sun Solaris 2.6 (Sun OS 5.6)
- Oracle 8.1.7
- Netscape iPlanet 4.1
- Java (JDK 1.3)
- JavaScript 1.2
- Veritas VM (Volume Manager)
- Veritas Netbackup Client
- Veritas Netbackup Host
- CA-7 Unicenter

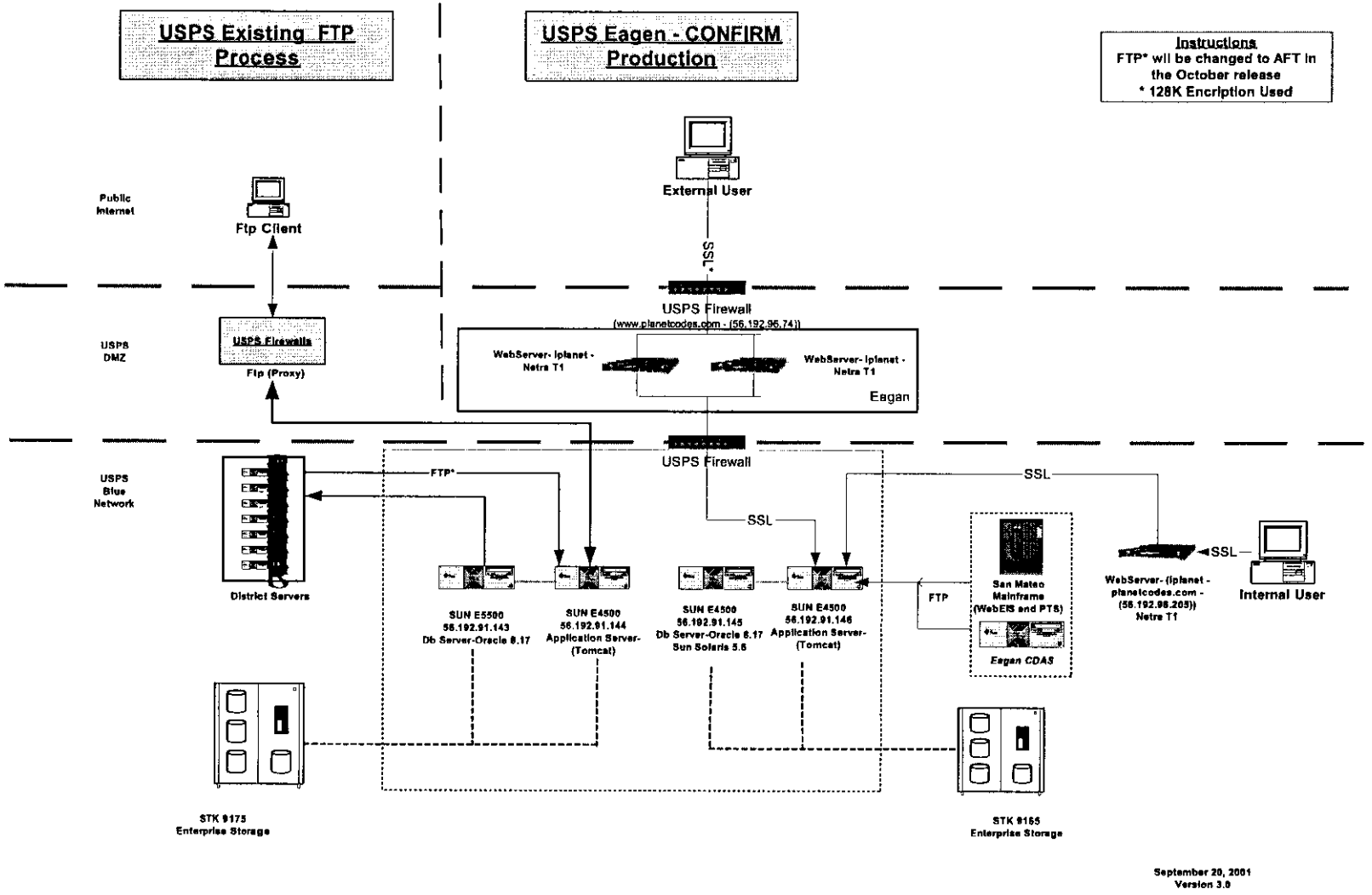
1.5.4 Hardware

- Three (3) Sun Nectra T1 servers
- Four (4) Sun E4500 servers
- One (1) STK 9175 storage array

- One (1) STK 9165 storage array
- Unix Enterprise Tape Backup System

1.5.5 Technical Architectural Overview

For a text version of CONFIRM Technical Architectural Overview, click here.



2.0 INTRODUCTION

2.1 Duration of Agreement

This SLA is valid from the date this agreement is signed for the life of the underlying contracts or task orders in place between the Program Office and the service providers.

A review of this agreement will be scheduled in conjunction with the anticipated expiration of this agreement or when a scope adjustment is required. Future identified scope changes are listed under the Future Revisions section. Minor scope changes can be documented in the Customer Document History section of this agreement; however, major changes may require re-negotiations.

2.2 Cancellation Clause

This SLA may be canceled by mutual agreement of all the signatories with 60 days notice. This SLA may be modified depending on performance.

2.3 Service Providers/Hours of Service

Figure 2-1. Service Providers.
The Service Providers below are included in this SLA.

Acronym: N/A
Full Name: ACCENTURE
Hours Of Service: 7:00 a.m. to 4:00 p.m. CT, Monday through Friday.

Acronym: DSSC/C&D
Full Name: Distributed Systems Service Center/Certification and Deployment in Raleigh, NC
Hours of Service: 6:00 a.m. to 4:00 p.m. CT, Monday through Friday. Between the hours of 4:00 p.m. and 6:00 a.m. CT, support will be provided through pagers.

Acronym: Eagan COSC
Full Name: Eagan Computer Operations Service Center
Hours of Service: 7:00 a.m. to 4:30 p.m. CT, Monday through Friday. On-call after hours via Eagan CS via (800) 877-7435, option 1, option 2.

Acronym: Eagan CS
Full Name: Eagan Customer Support
Hours of Service: 24X7 at (800) 877-7435, option 1, option 2.

Acronym: Field IT
Full Name: Field Information Systems
Hours of Service: 8:30 a.m. to 5:00 p.m. local time, Monday through Friday.

Acronym: TS/WC
Full Name: Telecommunication Services/WorldCom in Raleigh, NC
Hours of Service: 24X7

Acronym: DSSC/DBSS
Full Name: Distributed Systems Service Center/Database Support Services in Raleigh, NC
Hours of Service: Database Monitoring - 7:00 a.m. to 4:00 p.m. CT Monday through Friday. Database Problems – 24X7

Acronym: ESM SD
Full Name: Engineering Software Development in Merrifield, VA
Hours of Service: 8:00 a.m. to 5:00 p.m. ET, Monday through Friday, excluding designated Postal holidays.

Acronym: MTSC
Full Name: Maintenance Technical Support Center in Norman, OK
Hours of Service: 24X7, including holidays, with on call support when a supervisor is not available.
Acronym: NCSC
Full Name: National Customer Support Center in Memphis, TN
Hours of Service: 8:00 a.m. to 5:00 p.m. CT, Monday through Friday, excluding designated Postal holidays.

- Services other than continuous (24X7) are not available on the following USPS government holidays:

New Year's Day
Martin Luther King, Jr. Day
Presidents Day
Memorial Day
Fourth of July
Labor Day
Columbus Day
Veterans Day
Thanksgiving
Christmas

Note: During these holidays, support services will be available through pagers when a Severity Level 1 or 2 is declared.

2.4 Customer Acceptance Test

All CONFIRM hardware and software must pass the CAT (Customer Acceptance Test). Performing this test will be the responsibility of the customer Program Manager for CONFIRM. All CATs will be done using the National C/CM (Change/Configuration Management) Process.

3.0 INHERENT PROCESSES

Figure 3-1. Definitions.
The following definitions apply throughout this document:

Ticket: A ticket is an electronic or paper representation of a request for support.

Hot Transfer: A hot transfer is a transfer of a trouble ticket from one tier analyst to another while the customer is still on the telephone line.

Warm Transfer: A warm transfer is a transfer of a trouble ticket from one tier to another in which the customer has disconnected or is not on the telephone line.

Cold Transfer: A cold transfer is a transfer of a trouble ticket handled electronically (through FTP, fax, or direct connection) where there is no involvement from the analyst or caller.

Outage: The system is not available during negotiated hours of availability due to problems with the application, hardware, or software. Maintenance extends beyond the negotiated maintenance window.

3.1 Change Management

USPS IT has a C/CM Process in place to address change management. This process tracks and controls changes from initial request through implementation and deployment. C/CM also has a post-deployment review.

- C/CM: Process of defining, assessing, approving, and managing changes within the USPS IT computing environment. The C/CM Process will describe the high level process for which every

request for change will be processed. This ensures the identification and control of hardware and software systems for all platforms.

The CMB (Change Management Board) must approve all changes.

All parties will adhere to the USPS C/CM Process (consult the C/CM Web page at URL (Uniform Resource Locator) http://blue.usps.gov/changemgmt/html/fr_nati.htm for additional information) including any changes made by the National C/CM team to policies and procedures.

3.2 Maintenance Windows

3.2.1 Eagan COSC System Maintenance Window

1. The Eagan COSC system maintenance window is available from 4:00 a.m. to 11:00 a.m. CT, the second Sunday of the AP (Accounting Period).
2. The Eagan COSC Daily System Maintenance window is available from 4:00 a.m. to 5:00 a.m. CT, Monday through Friday.

3.2.2 DSSC/DBSS Oracle Database Maintenance Window

1. A database maintenance window will be available as needed from 12:00 p.m. to 4:00 p.m. CT Saturdays for routine database maintenance activities and database changes related to application upgrades.
2. Excluding emergencies, DSSC/DBSS will open a CR and use the National C/CM Process before a maintenance window is used.
3. During an emergency, a problem ticket will be opened as soon as possible for tracking purposes.

3.2.3 DSSC/DBSS Database Backups

1. A hot backup of the CONFIRM database is performed Monday through Saturday starting at 6:30 a.m. CT.
2. A cold backup of the CONFIRM database is performed every Sunday starting at 6:30 a.m. CT.
3. Backups will be maintained on tape using Oracle's Recovery Manager.
4. Archive logs will be backed up to tape using Oracle's Recovery Manager without shutting down the database. This process takes place at 10:00 a.m. CT daily.

3.2.4 Software or Emergency Server Upgrades and Distribution

Software upgrades to the servers will be in adherence to the USPS National C/CM Process, Version 4.0, dated February 7, 2000 at URL http://blue.usps.gov/changemgmt.

All hardware and software problems will be entered into the problem tracking system. Once a change to the program is identified, the change will go through the USPS National C/CM Process before implementing the change.

Emergency upgrades will be reported to the problem tracking database, if a fix is needed to get the application up, then it will be implemented. A Change Management ticket will be opened up within 24 hours after the change was implemented for tracking and notification.

3.3 DR (Disaster Recovery)

3.3.1 Eagan COSC DR

1. Backup data from CONFIRM onto tapes on a regular basis.
   - **Database Backups.** CONFIRM will have two databases, but one will be a mirror and will not require periodic backup. The EPO database is backed up every day with a cold backup once a week. Backups are to be retained for two weeks. Off site backup is not necessary.
   - **Application Server Backups.** The root volume on the application server is backed up nightly. The /confirm, /u1, /indata, and /outfile_file directories are backed up weekly. Everything in the /confirm directory is backed up weekly so a rapid recovery can be made without rebuilding the application from the source code.

   A complete backup of the server will be made before the go-live date, so applications do not have to be installed and configured in the event of a complete rebuild. The /outbound_file directory is backed up daily. This data is duplicated in the database, but would be impossible to recreate exactly as it was sent to customers. Data in the /indata/inbound_file is transient and could not be effectively backed up without saving the files to another location in real time. Any data that would be lost in the inbound directory in the event of a catastrophic failure would be inconsequential. The /u1 directory is not used.

   Backup recommendation summary:

   Databases

EPO Database	Hot, nightly and Cold, weekly
Reporting Database	None, maintain database build scripts.

   App Servers

/confirm	weekly
/outfile_file	daily
/indata	none
/u1	none
entire server	once, before go-live

2. Be responsible for ensuring backup data is stored or disposed of properly (per the AS-805 Information Technology Security Handbook at URL http://blue/cpim/ftp/hand/as805.pdf).
3. Ensure new backup media is inserted as scheduled.
4. In the event of a catastrophe, restore data to the most recent state available from the backup tapes.
5. In the event of a catastrophe, backup tapes will be available to restore data.

3.3.2 DR Information

CONFIRM relies on mail piece scan data from thousands of pieces of MPE. Raw scan data is routed to district servers and then transmitted to the CONFIRM EPO. Scan data is held by district servers for five days and then deleted. All scans will reach the EPO as long as any service interruptions are repaired within five days. The USPS Engineering group has responsibility for all MPE, district servers, and data transmission hardware; all have their own disaster recovery procedures.

CONFIRM provides near real-time data. Raw scan data is provided to mailers and is made available to internal operations managers. Scan information is used to track mail processing or show overall mail operations performance. The volume of data processed each day is very large. The EPO is sized to handle 90 million scan records per day for a 15-day period.

The initial EPO configuration consists of a Sun 4500 Detail Data Server and a Sun 4500 Application Server connected to an STK 9175 Enterprise Storage array. As the number of CONFIRM users and/or volume of scan data increase, additional servers will be added. In addition, local directors will be added to balance the load between servers. This configuration will provide CONFIRM with a failover capability and reduce the likelihood that district servers will be unable to deliver scan data to the EPO.

At this time, no corporate disaster recovery exists for the UNIX platform.

Retention of scan data files for disaster recovery is not required due to the following reasons:

- Near real-time nature of the application
- High volume of data
- Limited value of the data after a relatively short period of time
- Failover capability of the EPO servers
- Five day retention of raw scan data at the district servers

3.3.3 Local Site's DR for DCSs

Local sites have a master diskette to reload DCS software. In case of disaster, it is unavoidable that scan data will be lost.

3.4 Problem Management NCSC (MEMPHIS)

The Problem Management process is used to document and facilitate resolution of customer problems. All problems are tracked using the Postal standard problem management tool.

NCSC will follow established escalation procedures in the event tickets are not meeting agreed upon service levels. The problem ticket is closed once the caller has verified the problem has been resolved.

CONFIRM calls to NCSC will be initiated by receiving calls from customers. Problems can also be initiated through the proactive monitoring of alerts. Resolution will be completed according to the following guidelines:

1. A call will be considered received once it has been answered and logged into the problem management tool. The technician will troubleshoot the problem or question and attempt to identify and resolve it within 15 minutes. If unable to diagnose the problem, the technician will transfer the ticket to their team lead for further troubleshooting, resolution, or escalation.

2. The technician will assign the appropriate severity level.

3. The level of service measurements and commitments will be suspended for problems sent back to NCSC due to non-cooperation from the caller. Even though resolution times are on hold, NCSC maintains ownership of the ticket until its final resolution.

4. Problems waiting for long term resolution will be placed in a "Work On Hold" status and the level of service commitments will be suspended. There are two "Work On Hold" categories (Internal and External), and both are used by agreement of the technician and the customer. This status is removed when the problem is resolved or when a determination is made to change the request/problem to a developmental effort.

5. The site contact (if applicable) is expected to be available for assistance in problem resolution or the problem resolution will be suspended until the site contact is available.

3.4.1 Severity Code Definitions

Figure 3-2. Severity Code Definitions.
Problem severity levels are nationally defined and examples of each are displayed below.

Severity Level: Level 1

Severity Definition: National Impact - **Multiple** distributed system sites are down or seriously affected. Mainframe host-based national application is down or being seriously affected. No alternative is available.

Examples:

- Host computer is down
- Network communication to multiple sites is disrupted
- District VAX system down or CAPS (Centralized Account Processing System) Cluster down
- Critical site is down (Call Center, HQ (Headquarters), Raleigh (Wake Forest Road or Green Road), San Mateo, and/or Eagan)
- Severe network performance problems affecting large customer base
- CICS/IDMS (Customer Information Control System/Integrated Database Management System) or DB2 production region is down
- National application is down or with missing or corrupted data
- National Web Server is down
- DNS (Domain Name Server) is down

  EDI (Electronic Data Interchange) services are down affecting entire function of user community

CONFIRM Examples:

- Router outage (PVP or multiple sites), multiple IDS/DCS server outage, or EPO outage.

Severity Level: Level 2

Severity Definition: Site Impact - **One field site** is down or being seriously affected—critical operational impact.

Examples:

- Local Application/Database Server
- Communication line(s)/router to site is down
- File server is down
- National application server is down at LAN site
- Multi-port remote VAX terminal server is down
- Degraded site system or network performance

  Non-critical or critical TRID* (TRansaction Identification Designators) within a host application is down

CONFIRM Examples:

- Router outage, file server, or FTP server unavailable. N/A (Not Applicable) for mailers.

Severity Level: Level 3

Severity Definition: Customer Impact - **One or more** customers are impacted.

Examples:

- Terminal access method not working
- Customer's security access is not working
- Customers getting errors trying to access application
- Customers' reports are not printing
- Workstation is down and no workaround is available
- Single customer unable to connect to the network via dial-up or direct connect
- LAN component outage

- Password reset

CONFIRM Examples:

- A mailer is unable to receive CONFIRM data or there are serious deficiencies in the customer's data.

Severity Level: Level 4

Severity Definition: **Minimal Impact - Customer, system or application** is able to continue to work with bypass or fallback.

Examples:

- Customer's terminal or workstation is not working, but another one is readily available
- Customer is getting an error when accessing a system or application but is able to continue working
- Degraded host or workstation performance

CONFIRM Examples:

- A customer or mailer is experiencing difficulties, but a workaround is available.

Severity Level: Level 5

Severity Definition: **Information -** Customer has a request for **information,** non-problem related

Examples:

- Non-problem related request to transfer to another tier
- Policies and procedures
- Business questions
- Documentation
- Questions on standards for LANs

Provide information

CONFIRM Examples:

- Postal customer or mailer is requesting information on how CONFIRM works.

Severity Level: Level 6

Severity Definition: **Development -** An **enhancement or change** to an existing system or application.

Examples:

- Customer would like to see additional data in application
- Customer would like to see additional report formats
- Customer suggestions for improvements

CONFIRM Examples:

- Postal customer or mailer requests an application enhancement or identifies an application bug.

Note: A courtesy call should be made to the receiving Service Provider when a severity level 1 or 2 ticket is transferred.
*TRID–part of an application that is accessed in accounts to enter different sections of data and/or information.
**Occasionally calls will come into CS and will be entered as a problem ticket and later found to actually be an enhancement request. A severity level 6 does not replace the C/CM Process. All enhancements or changes to a system or application must be addressed through the National C/CM Process. A CR should be opened and forwarded to the HQ client and the problem ticket should then be closed. The HQ staff (including the Portfolio Manager or the Information Platform Business Manager) should be notified of the enhancement process.

3.4.2 Problem Resolution Goals

Figure 3-3. Problem Resolution Goals.

Problem Resolution Goals indicate when escalation begins, the expected resolution time, and when status updates are given to the caller.

Severity Code: Level 1 - National Impact

Escalation Begins: Immediately

Ticket Updates: Hourly

Expected Resolution Time: Within 4 hours

First/Second/Third Level Management Notification:

1st Within 1 hour Management and all affected organizations
2nd Verbally within 2 hours
3rd Verbally within 3 hours

Severity Code: Level 2 - Site Impact

Escalation Begins: Immediately

Ticket Updates: 2 to 4 hours

Expected Resolution Time: Within 24 hours

First/Second/Third Level Management Notification:

1st Within 4 hours Management and all affected organizations
2nd Verbally within 8 hours
3rd Verbally within 12 hours

Severity Code: Level 3 - Customer Impact

Escalation Begins: Not to exceed 4 hours

Ticket Updates: Daily

Expected Resolution Time: Within 3 business days

First/Second/Third Level Management Notification:

1st Management/Status Report
2nd After 3 days, Weekly Status Report
3rd AP Status Report

Severity Code: Level 4 - Minimal Impact

Escalation Begins: Not to exceed 4 hours

Ticket Updates: Not to exceed 3 days

Expected Resolution Time: Within 10 business days

First/Second/Third Level Management Notification:

1st Management/Status Report
2nd After 10 days, Weekly Status Report
3rd AP Status Report

Severity Code: Level 5 - Information Request

Escalation Begins: Not to exceed 4 hours

Ticket Updates: As needed

Expected Resolution Time: Within 1 business day

First/Second/Third Level Management Notification:

1st Management/Status Report
2nd After 1 day, Weekly Status Report
3rd AP Status Report

Severity Code: Level 6 - Development Request

Escalation Begins: Refer request to HQ Staff

Ticket Updates: As needed

Expected Resolution Time: Within 60 days

First/Second/Third Level Management Notification:

1st Management/Status Report, if needed
2nd After 60 days, Weekly Status Report, if needed
3rd AP Status Report, if needed

Notes:

1. Affected organizations for all Severity Codes 1 and 2 should be notified.
2. All changes and development efforts are required to be processed via the National C/CM Process.
3. The timeframes above are corporate guidelines. Variations to these guidelines must be documented in the SLA.
4. First level management will assess the situation and, depending on impact, may notify the second and third level management sooner than the established second and third level management notification timeframes.
5. Once second level management has been notified of the problem, first, second, and possibly third level management will determine the next steps to obtain problem resolution. This may include forming a DR team and, if necessary, an on-site visit to the affected location.
6. Management levels will vary by application support requirements as noted in the SLA. In general, the following examples will apply:
   - **First Level**–Help Desk Manager, Application/System Client, Field IT Manager, Project Lead, Program Managers, BPL (Business Project Leader).
   - **Second Level**–COSC Manager, Center Manager, Tier II and/or Tier III Support Manager, IT Program Coordinator, IBSSC Manager.
   - **Third Level**–CCO Manager, Information Platform Business Manager, Information Technology Portfolio Manager, DSSC (Distributed Systems Service Center) Manager, IBSSC Manager.
7. Enhancements and/or changes can only be made by the Application/System Client.
8. Management notification can be made via e-mail and/or verbal for first, second, and third level.
9. When appropriate, WEB-ONCALL should be used.

3.5 Support Call Flow and Responsibilities

3.5.1 MTSC (All Site Service Calls) (800) _____

1. Work with local personnel to resolve and/or escalate problems.
2. Monitor and maintain the SMMS located in Norman, OK.
3. The IDS/DCS's are monitored remotely with the primary SMMS administrator at the MTSC. MTSC monitors the heartbeat of all IDS/DCS's in the field via the SMMS. Secondary SMMS administration is ESM SD.
4. Contact local Field IT staff to report District LAN server non-application issues that cannot be resolved remotely.
5. Troubleshoot IDS/DCS's via ping, FTP, and the SMS (System Management Server). Troubleshooting begins on network lines or phone problems for example.
6. Perform basic hardware and software diagnostics and troubleshooting. (e.g. PC's, NIC, keyboard, WIN NT, IDS application, etc.)
7. Help troubleshoot basic LAN, WAN, software emulation, and status availability questions.
8. Determine if problem is user error, hardware, software, or connectivity issues.
9. Provide the internal Confirm customer with information on standard processes and procedures.

10. Perform basic hardware and software diagnostics and troubleshooting. (e.g. PC's, NIC, keyboard, WIN NT, IDS app., etc.)
11. Hardware related problem calls received directly from a Postal site will be resolved by MTSC within 24 hours or escalated.
12. For the purpose of escalation, a site down for more than 24 hours will be assigned a severity level 2 and when a single piece of mail processing equipment is down, which captures and processes Confirm data, it will be assigned a severity level 3.
13. MTSC will notify NCSC when an IDS server is down at a plant after 4 hours.

    Note: IDS and MPE hold data for 5 days when an outage occurs.

3.5.2 Tier I NCSC (All Calls From Postal Customer)

(800) _____

NCSC will telnet and ping to determine if the system is reachable and will attempt to determine if the problem is system, network (WAN/LAN) or application related in order to escalate to the appropriate Tier III organization.

1. Take the problem call from MTSC or from the Postal customer or from the Eagan COSC when an issue has been identified via monitoring and open a ticket if one does not exist.
2. Work with local personnel, if necessary, to resolve and/or escalate problems.
3. If unresolved, transfer ticket to Eagan CS to resolve and/or escalate problems.
4. Close tickets assigned to NCSC after the originating problem reporter confirms that the problem has been resolved to their satisfaction.

3.5.3 Tier I NCSC (All Calls From Mailer)

(800) _____ is the number setup for the mailer's use.

NCSC will telnet and ping to determine if the system is reachable and will attempt to determine if the problem is system, network (WAN/LAN) or application related in order to escalate to the appropriate Tier III organization.

1. Take the initial problem call from the mailer.
2. Work with mailer to resolve and/or escalate problems.
3. If unresolved, transfer ticket to Eagan CS to resolve and/or escalate problems.
4. Follow-up with mailer on open tickets assigned to NCSC.
5. Inform mailer of processes, procedures, and known resolutions.
6. Provide connectivity test (ping) to determine if problem is network related.
7. Determine and provide support if problem is mailer error, hardware, or software.
8. Transfer, escalate, or re-direct problems to appropriate support group.
9. Accept tickets opened for NCSC, which have been resolved by an external individual and organization that are closed pending notification.
10. Close tickets assigned to NCSC after the originating problem reporter confirms that the problem has been resolved to their satisfaction.

3.5.4 Tier III TS/WC (Telecommunication Calls) (888) _____

1. Troubleshoot reported problems and provide Tier III telecommunication and network support.
2. Provide support on reported system problems.
3. Provide known solutions to Eagan CS when applicable.
4. Perform troubleshooting according to developed isolation procedures.
5. Transfer, escalate, or re-direct problems to appropriate support group.

6. Track problems in the problem tracking database to resolution.
7. After problem are resolved, the ticket is transferred to Eagan CS in a closed pending notification status.

3.5.5 Tier III DSSC/DBSS (Database Calls) (919) _____

1. Troubleshoot reported problems and provide Tier III database support.
2. Escalate problems as required.
3. Maintain, resolve, and close tickets escalated by Eagan CS.
4. Close tickets after the originating problem reporter confirms that the problem has been resolved to their satisfaction.

3.5.6 Tier III Eagan COSC (Eagan COSC Server Calls)

(800) _____, Option 1

1. Troubleshoot reported problems and provide Tier III support for Confirm systems, the Unix operating system and associated system software.
2. Maintain, resolve, and close tickets, including those escalated by Eagan CS.
3. Close tickets after the originating problem reporter confirms that the problem has been resolved to their satisfaction.

3.5.7 Tier III DSSC/C&D (Certification and Deployment Calls)

Eagan CS will escalate calls to DSSC/C&D, as needed.

1. Troubleshoot reported certification and deployment problems and provide Tier III support.

3.5.8 Tier III ESM SD (IDS/DCS Application Support Calls)

Emergencies can be escalated via pager from Tier II Eagan CS.

1. Troubleshoot reported problems.
2. Provide Tier III application support.
3. Provide known fixes to the Tier I and Tier II support teams.
4. Provide updates to EAGAN CS, who will update the problem ticket.
5. Ask EAGAN CS to escalate the problem ticket as appropriate.

3.5.9 Tier I NCSC (Mailer calls and PLANET CODE certification and testing) NCSC

Helpdesk at (800) _____

1. Certification and testing of the PLANET CODE generation.
2. Provide start up assistance to mailers.
3. Provide mailers with a general overview of CONFIRM.
4. Distribute and track the distribution of the Customer Service Guide and CONFIRM CD.
5. Coordinate changes to CONFIRM application forms on the CONFIRM web site.
6. Setup the mailers EPO account request within 48 hours of receipt.
7. Work with mailers on a test mailing with PLANET CODES.
8. Maintain the PLANET CODE certification process.
9. Maintain the Customer Account Database. The database is used to track:
   - Customer business and technical POC (Point of Contact) information.
   - Mailer ID (Identification).

- Type and frequency of mailings.
- Industry.
- A log of account modifications.

10. NCSC will provide Customer Account Database information to Eagan CS and other USPS organizations as directed by the CONFIRM Program Manager.
11. Setup Web site user's Web sit account within 48 hours of receipt.

3.5.10 Tier III Field IT (District LAN Server Non-application Calls)

1. Maintain the District servers.
2. Escalate unresolved problems or ask the internal customer to escalate unresolved problems to the appropriate service provider, as needed.
3. Receive problem calls and troubleshoot problems concerning the District LAN servers.
4. Perform RFA (Request For Action) requests within time stated within RFA.

3.5.11 Tier II Eagan CS (Support Calls to be escalated to Tier III support providers)

1. Provides Tier II support for all problem tickets escalated to them by NCSC.
2. Contact local Field IT staff to report any District LAN server non-applications issues.
3. Help troubleshoot basic LAN, WAN, emulation troubleshooting, and status and availability questions.
4. Follow-up with Postal customer on open tickets assigned to Eagan CS
5. Inform Postal customer of processes, procedures, and known resolutions.
6. Determine and provide support if problem is user error, hardware or software problem, or connectivity issue.
7. Escalate Hubs and Router problems to WC as a Severity 1.
8. Transfer, escalate, or re-direct problems to appropriate support group.
9. Close tickets opened by NCSC, which have been resolved by ESM SD, TS/WC, Field IT and MTSC.
10. Be aware that DSSC/DBSS and Eagan COSC will maintain, resolve, and close tickets escalated to them by EAGAN CS.

4.0 SCOPE OF WORK

4.1 ACCENTURE

ACCENTURE will provide Confirm application support as per their contract with the USPS. As upgrades or enhancements performed by ACCENTURE affects the documentation, ACCENTURE will provide revisions to the "Operations Guide" and the "Technical Architecture Specification".

4.2 TS/WC

The contractor is available 24X7 for network related problems. TS will respond to all tickets escalated to them from Eagan CS that are not meeting WC contractual availability requirements and are not meeting USPS problem resolution goals within two hours. TS will have a POC available during the hours of 7:00 a.m. to 3:00 p.m. CT Monday through Friday.

TS, in conjunction with the MNS contractor, will establish and maintain performance management to support monitoring, analysis/evaluation, and control of the MNS connectivity and quality of network services. This will ensure the system performance requirements (e.g. availability, and network delay) are met and connectivity configuration and utilization of network resources are optimized. The contractor-provided network performance management system will be able to observe performance-related variables associated with MNS resources and network services at selected times and determine the characteristics of these resources and network services over a configurable time period. Examples of performance-related variables include distributions of traffic volumes by source/destination pairings, distribution of packet-lengths, and distributions of capacity utilization on local access lines and permanent virtual circuits. Performance evaluations of specific sites will be performed when dictated by problems or requested by field personnel.

The PRN providing WAN service is managed by a contractor under the MNS contract. The MNS contract is administered by TS.

The contractor will be responsible for all aspects of service quality, interconnectivity, and interoperability of network services between SDP (Service Delivery Points). An SDP is a point at which network service is delivered to the customer. It is the interface point for the physical and logical delivery of network service. SDP locations include (but are not necessarily limited to):

1. **LAN Side of Router (type 1):** In this case MNS responsibility will end at the LAN interface of the router, leaving the responsibility for the hub(s), switches and building wiring to the USPS. Provisioning and management of the router will be the responsibility of the MNS contractor.
2. **The faceplate (RJ45 connector)(type 2):** This location of the SDP includes among the contractor's responsibilities management of the LAN hub, switch and wiring to the faceplate or RJ45 connector during the warranty period. The warranty period is for one year from USPS acceptance of the hub, switch, and wiring. This arrangement is in use at most AOs with building wiring. This arrangement is also used at smaller sites that do not have permanent building wiring, but have multiple devices to be networked. In the case of an integrated hub/router, the location of the SDP includes the integrated hub/router and station wiring with Ethernet interface.
3. **WAN Access Device:** At small sites where a hub and router or an integrated hub/router may be inappropriate (sites with only one device and no plans for future expansion)(type 3), a WAN access device, such as a modem, router, or satellite attached to an RS-232 port, may be used as the SDP.

4.2.1 MNS Availability

The network service will be available 24X7, less scheduled routine maintenance not to exceed 60 minutes per day between 4:00 a.m. and 5:00 a.m. CT. If needed, one maintenance window, between 4:00 a.m. and 11:00 a.m. CT is available once an AP (every fourth Sunday). Longer maintenance intervals, when necessary, will be approved in advance by TS.

A site will be considered "unable to access" another site if, from any MNS-served hub or switch in that site, communication to the other site is not possible. For sites without hubs or switches, the site will be considered "unable to access" another site if, from any MNS-served device in that site, communication to the other site is not possible. For sites out of warranty or with SDP type 1, USPS local site and District IT Office are responsible for management of hubs, switches, and wiring.

No AO or P&DC will be unable to access either its DO (District Office), a service center or HQ for a period

of more than 4 hours during its normal operating hours (generally 8:00 a.m. to 5:00 p.m. local time, Monday through Friday) during any calendar month. No more than 5 percent of all AOs or P&DCs will experience any inability to access either its DO or a service center for a period of more than 4 hours during any calendar month.

No DO will be unable to access a service center for a period of more than 4 hours during its normal operating hours (generally 24X7) during any calendar month. No more than 5 DOs will experience any inability to access a service center for a period of more than 4 hours during any calendar month. Time for network maintenance will be exempted from this requirement if TS is notified and concurs in advance.

For service centers and HQ deemed as critical sites, the contractor's network will carry all traffic at the required level of performance in the event of a single WAN element failure. The USPS may designate additional sites as critical sites. Periodically, the list of critical nodes and associated traffic will be modified by the USPS; the contractor will ensure the re-design of the modified PRN will carry the new traffic and support the single WAN element failure requirement.

For SDPs of type 2, no more than one device will be unable to communicate within the site LAN for a period greater than one business day. This applies to sites with MNS installed hubs/switches while under the one year warranty. At locations where the warranty has expired, the local site and District IT office are responsible for LAN performance and problem resolution. The availability requirements given above will be waived in the case of causes beyond the control and without the fault or negligence of the MNS contractor or its subcontractors.

Loss of service during the normal operating hours at any site will result in credits to USPS for service outage.

4.2.1.1 Network Delay

Network datagram delay is defined as the one way time delay from source SDP to destination SDP. For the purposes of measuring network delay, a datagram is defined as the sequence of information in a typical IP (Internet Protocol) datagram of 2,000 bits.
Traffic during normal business day is expected to fluctuate, while traffic outside normal business day is expected to be at a more constant rate. Therefore distinct requirements are given for normal and outside normal business day.

4.2.1.2 Normal Business Day

The MNS contractor maintains the PRN to meet the following requirements:

1. Average one-way network datagram delay will be no more than a half-second for each pair of source SDP to destination SDP.
2. Ninety-five percent of the datagrams will have less than a one-second delay for each pair of source SDP to destination SDP.

4.2.1.3 Outside Normal Business Day

The MNS contractor maintains the PRN to meet the following requirements:

1. Average one-way network datagram delay will be no more than one-second for each pair of source SDP to destination SDP.
2. Ninety-five percent of the datagrams will have less than a two-second delay for each pair of source SDP to destination SDP.

4.2.1.4 Dial-up Connections

When a dial-up connection must be established before a network-addressed datagram can be delivered, the authentication time will not exceed 90 seconds.

4.3 DSSC/DBSS

DSSC/DBSS will provide the following services:

1. **Database Support.** DSSC/DBSS will accept and provide database support for all production Oracle database-related trouble tickets escalated from EAGAN CS. DSSC/DBSS will coordinate with all parties necessary to resolve database problems in accordance with the National C/CM Process.
2. **Ticket Transfers.** If it has been determined DSSC/DBSS is an incorrect referral or escalation is necessary, DSSC/DBSS will hot/warm/cold (as the severity warrants) transfer problem tickets to the appropriate support organization. Once the ticket has been transferred to the appropriate support organization, DSSC/DBSS no longer maintains ticket ownership.
3. **Ticket Updates**. DSSC/DBSS will update the ticket status as necessary and keep the Postal customer or mailer abreast of the trouble ticket's status.
4. **Monitor Database**. DSSC/DBSS is responsible for remote monitoring of the Oracle databases and for the investigation and resolution of database problems in accordance with the National C/CM Process.
5. **Database Backup and Recovery.** DSSC/DBSS will perform the backup and recovery of the production Oracle database using Oracle RMAN (Recovery Manager) and depending on the circumstances, may require support from Eagan COSC personnel. Any part of the recovery process that involves hardware maintenance, operating system corrections, or the restoration of backup files from tape, will be coordinated by DSSC/DBSS and handled by the Eagan COSC personnel in accordance with the National C/CM Process.
6. **Database Security.** DSSC/DBSS will assume control over the computer access to the Oracle databases. The internal, sys, system, and schema owner passwords will be maintained and known only to DSSC/DBSS personnel.
7. **Management of Database Changes.** DSSC/DBSS will manage all DDL (Data Definition Language), DML (Data Manipulation Language), and DCL (Data Control Language) changes to the databases. DSSC/DBSS will also perform upgrades of the Oracle RDBMS (Relational Database Management System) software as needed. DSSC/DBSS will coordinate with other groups as necessary. These changes will be made in accordance with the National C/CM Process.

Figure 4-1. Database Support Service Levels.
Database Support Service Levels shows the services provided.

Item: 5
Service: Database Recovery
Service Level: *DSSC/DBSS will strive to restore the Oracle databases within the USPS' problem resolution goals (see Exhibit 2-1 Severity Code Definitions).

Item: 6
Service: Database Security
Service Level: Provide a 100% secure database preventing unauthorized access.

Note: *Meeting this service level may be dependent on other support organizations (for example Eagan COSC). If necessary, DSSC/DBSS will work with these organizations to meet the Problem Resolution Goals.

4.4 DSSC/C&D

Configuration or software changes must be certified by DSSC/C&D prior to implementation into the production environment. Funding the certification effort is the responsibility of the sponsor of the

proposed change. Involving DSSC/C&D in the planning of configuration and software changes as early as possible will significantly reduce the time and costs to certify and deploy system changes.

Prior to DSSC/C&D providing the following services, all hardware and software must pass the CAT (Customer Acceptance Test). Performing this test will be the responsibility of the Confirm Program Office.

When funded by the customer, DSSC/C&D will provide the following services in support of Confirm:

1. **Application Support.** DSSC/C&D will accept problem tickets escalated from EAGAN CS for installation and configuration support. DSSC/C&D will follow standard troubleshooting procedures to resolve identified installation and configuration problems.
2. **Ticket Transfers.** If it is determined DSSC/C&D is an incorrect referral or if escalation is necessary, DSSC/C&D will hot/warm/cold (as the severity warrants) transfer problem tickets to the appropriate support organization. Once the ticket has been transferred to the appropriate support organization, DSSC/C&D no longer maintains ticket ownership.
3. **Ticket Updates.** DSSC/C&D will update the ticket status as defined in Figure 3-3 Problem Resolution Goals under Ticket Updates and keep the customer informed of the problem ticket's status.
4. **Pre-certification.** DSSC/C&D will survey the submitted application to ensure the proper application components have been submitted. If applicable, the application will include an installation process, installation and customer documentation, and all components or prerequisites necessary to run the application. If all components are not available, the pre-certification team requests information from the developer.
5. **Certification.** The certification process reviews the results from the pre-certification process. Certification then does a check that all applicable components follow certification guidelines as described by the detailed application certification checklist. If problems are found, the individual performing the certification requests fixes or additional information from the individual responsible for the pre-certification or from the developer. If the fix or modification can be accomplished within a reasonable time, the certification process continues. If significant problems are found, the application is returned to the developer and the developer will then need to resubmit the application for certification. After all components are checked, certification documents their findings and notifies the developer the application has been certified.

   DSSC/C&D will perform certification on hardware components associated with the application. A checklist will be used to verify hardware meets Postal standard hardware configuration for the desired platform.
6. **Pilot Testing.** DSSC/C&D will perform pilot tests on all applications prior to their being released into the field. DSSC/C&D has designated sites specifically designed for the application pilot test process or the developer can request select production sites for pilot testing under special circumstances. During the pilot test, customers will test the application's performance and utilization and ensure running the application has no adverse affects to the production environment.
7. **Documentation.** DSSC/C&D will provide installation documentation for all certified applications via the DSSC/C&D Web page at URL http://acss.usps.gov. DSSC/C&D will also provide this documentation to EAGAN CS prior to it being disseminated to the field. This will allow EAGAN CS to prepare for incoming calls pertaining to newly released documentation.

   When provided by the customer, DSSC/C&D will also provide electronic copies of customer guides and release notes on the DSSC/C&D Web page at URL http://acss.usps.gov

   DSSC/C&D will also develop RFAs (Requests for Action) to be sent to the field.

Figure 4-2. DSSC/C&D Service Levels.

Below are the service levels provided by DSSC/C&D.

Item: 4

Service: Pre-certification
Service Level: If funded and all necessary information is provided to DSSC/C&D (once the application has passed the CAT), pre-certification will be performed on average within 1 week. Actual time will depend on the size and complexity of the change being pre-certified and will be finalized at the time the change is presented to DSSC/C&D.

Item: 6
Service: Pilot Testing
Service Level: Pilot testing will be performed within 2 weeks or the timeframe specified by the change sponsor if a longer pilot is desired. Customer Pilot Test requirements should be identified to DSSC/C&D at the time the change is scheduled for certification.

Note: Service levels above for Web only applications are completed in a significantly reduced timeframe.

4.5 Field IT

For internal customer problems, not related to CONFIRM, the customer will call Field IT directly. An example of this would include the customer's inability to log on to their LAN account or access the Internet. Field IT will provide the following services:

1. **Point of Contact.** Field IT will provide a POC to accept, troubleshoot, and resolve hardware, browser, and connectivity problem calls referred to them from EAGAN CS. Field IT will follow established troubleshooting procedures to resolve the customer's problem.
2. **Disaster Recovery.** The District LAN file server is backed up daily. In the event of a catastrophic loss, Field IT will restore from the most recent backup.

4.6 NCSC

In order to ensure data transferred is consistent with USPS infrastructure, NCSC will provide support for the certification and testing of the PLANET CODE generation. NCSC will provide start up assistance to mailers, maintain the CONFIRM Database, and perform minor troubleshooting functions.

4.6.1 Mailer Administration

The coordination of marketing for the CONFIRM program is the responsibility of the Program Administrator. Mailer referrals will be generated by Area Account Representatives and National Account Managers. Mailers interested in obtaining information will contact NCSC Help Desk at (800) _____.

4.6.2 Initial Mailer Contact

Mailers will be provided a general overview of the CONFIRM program. If the mailer needs additional information or an application, the NCSC Help Desk will generate a request for a Customer Service Guide and the CONFIRM CD. Requests will be keyed into the CLR (Customer Letter Request) for fulfillment within one business day of the request. A record of such mailer requests will also be recorded in the CONFIRM Database for tracking purposes.

4.6.3 Application Process

Applications for participation in the CONFIRM Program will be available from the CONFIRM web site or the mailer can call the NCSC Help Desk. Completed applications will be forwarded to:

National Customer Support Center
6060 Primacy Parkway, Suite 101
Memphis TN 38188-0001

The NCSC Help Desk will coordinate the setup of the mailer's EPO account within 48 hours of receipt:

1. Review applications for accuracy and completeness.
2. Resolve questions regarding application.
3. Communicate within 24 hours of receipt, the mailer ID assigned to the company.
4. Record the data in the CONFIRM Customer Database.
5. Assign user name and password.
6. Inform mailer of user name and password.

4.6.4 PLANET CODE Testing

Prior to using CONFIRM, mailers are required to conduct a test of their mail with PLANET Codes. This test will verify that PLANET Codes have been generated consistent with established guidelines for Postal sorting systems.

Mailers will submit 25 test pieces to NCSC. Memphis will evaluate samples and communicate the results of the test to the mailer within 72 hours of receipt of the sample.

Mailers may request a test of mail pieces at their discretion, to verify that reports captured meet their needs of First, Last or All, as per indicated on the original application. Memphis will assist in conducting an end to end test to ensure that the data is retrieved and made available to the mailer.

Memphis will maintain a tracking database to identify the testing of mailer mail pieces and the status of each test submitted by mailers.

4.6.5 Account Startup Support

Once test mail pieces have been approved, mailers must notify Memphis of their first mailing with PLANET Codes. Memphis will coordinate initial control mailer mailing to ensure communication of data works from end to end.

4.6.6 PLANET Code Certification

It is anticipated that a small number of vendors will pursue development of software and hardware to support CONFIRM. As Memphis currently maintains a POSTNET Certification process, we propose the development of a similar process for CONFIRM including:

1. Certify software/printers.
2. Maintain and provide listing of certified vendors to mailers wishing to participate in CONFIRM.

3. Maintain a valid set of fonts that can be used to print PLANET Codes so they are readable.

4.6.7 Test Configuration Changes

Memphis CONFIRM Help Desk is tasked with the maintaining the Customer Account Database for mailers. Initial Account information and updates will be coordinated through the Help Desk. Per the mailer's request, NCSC will:

1. Update mailer configurations within 72 hours of receipt.
2. Add subscriptions/mailer Ids.
3. Cancel subscriptions/mailer Ids.
4. Record changes to delivery service (new IP address, new email address).
5. Process changes to contact information, billing information, and account name.

When configuration changes occur, Memphis will test mailer changes within 24 hours.

4.6.8 Download Data Requests

Mailers requesting immediate access to data will contact Memphis for assistance. Memphis will respond to these "send me now" requests within 2 to 4 hours of receipt.

Figure 4-3. NCSC Service Levels.
NCSC Service Levels shows the services provided.

Reference: Initial Mailer Contact **Service:** Initial contact, request for Tech Guide/CD ROM **Service Level:** 48 hours, Monday through Friday
Reference: Application Process **Service:** Application Processing **Service Level:** 24 hours, Monday through Friday
Reference: Application Process **Service:** Assignment of Mailer ID **Service Level:** 24 hours, Monday through Friday
Reference: Application Process **Service:** Maintain inventory of Ids **Service Level:** Ongoing, Monday through Friday
Reference: Planet Code Testing **Service:** Test pieces evaluation and communication **Service Level:** 72 hours, Monday through Friday
Reference: Test Account Configuration Changes **Service:** Update and test mailer account configuration changes **Service Level:** 48 hours, Monday through Friday
Reference: Download Data Requests

Service: Respond to "send me now" download requests
Service Level: 2 to 4 hours, Monday through Friday

4.6.9 Requests for Information

All requests for information, both from potential customers and from existing customers, shall be keyed into the CLR system. Requests shall be fulfilled within 1 business day for information held by NCSC such as the Customer Service guide and shall be escalated as required for information held by other USPS organizations.

4.7 Eagan COSC

Eagan COSC will provide the following services:

1. Eagan COSC CONFIRM/EPO server administration and operation:
   - Provide aggregate availability of 98% (excluding weekly maintenance window for offline backup).
   - Continuous monitoring and automated notification of critical hardware, software, network and/or application errors and failures.
   - 24X7 support for critical problems.
   - Maintain hardware, firmware and physical environment.
   - Maintain system software revisions, patches, etc.
   - Install application software as required.
     Note: Application software must be remotely installable and include installation scripts and instructions.
   - Schedule changes in accordance with national C/CM processes.
   - Provide support for NetDynamics software (with appropriate training).
2. Security
   - Maintain security (electronic and physical) in accordance with USPS Information Systems Security Handbook, AS-805 and other applicable USPS publications/regulations as appropriate (e.g. Management Instructions, etc.)
   - Maintain original USPS Form 1357, "Request for Computer Access" for all login accounts.
3. Problem Resolution and Trouble Tickets
   - Perform troubleshooting and problem resolution as appropriate. Include other organizations as needed. Follow notification and escalation procedures defined in this SLA.
   - All problems will be entered into the corporate trouble ticket management tool.
   - Eagan COSC will receive trouble tickets from and transfer tickets to other support organizations as appropriate. A courtesy call will accompany tickets transferred to other organizations. Eagan COSC does not retain ownership of tickets transferred to other organizations.
   - Eagan COSC will close tickets once the problem has been resolved and the Postal customer (original reporter of problem) concurs with resolution.
4. Backup/Restore and Tape Administration
   - Perform scheduled backups (full online daily, full offline weekly).
   - Perform data restores as needed.
   - Ensure that tapes are managed in accordance with USPS Information Systems Security Handbook, AS-805.

5. Disaster Recovery
   - Follow approved disaster recovery plan.

Figure 4-4. Eagan COSC Service Levels.
Eagan COSC Service Levels shows the services provided.

Service: Server Support **Service Level:** Maintain 98% system availability.

Service: System Monitoring **Service Level:** Continuously monitor Eagan COSC CONFIRM/EPO systems, software, and network connectivity.

4.8 Eagan CS

Eagan CS will provide Tier II support for all problems to be escalated to the Tier III support providers via (800) _____, option 1, option 2. Eagan CS will open a ticket and enter all appropriate information if a ticket does not exist. Eagan CS will provide the following services:

1. **Customer Support.** Eagan CS will maintain and manage all trouble tickets until final resolution or escalation. Tickets not meeting USPS problem resolution response or resolution timeframe goals will be escalated to the appropriate management personnel.
2. **Ticket Transfers.** Eagan CS will hot/warm/cold (as the severity warrants) transfer tickets to the appropriate organization for additional support, if they are unable to resolve the caller's problem. If it is determined Field IT is responsible for resolving the customer's problem, Eagan CS will instruct the customer to contact their Field IT.
3. **Call Backs.** Eagan CS will call customers to keep them informed of the trouble ticket's status as defined in Section 3.3.2 Problem Resolution Goals under Ticket Updates.

5.0 OTHER INFORMATION

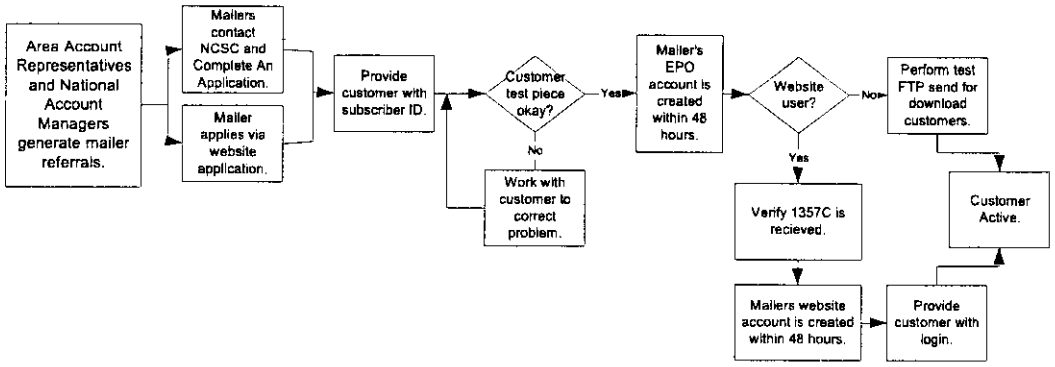
5.1 Status Reports

Each mailer file delivered from the EPO generates an email message stating mailer id, file name, date, and number of records sent. Recipients of this email notification are configurable within the CONFIRM application on the EPO.

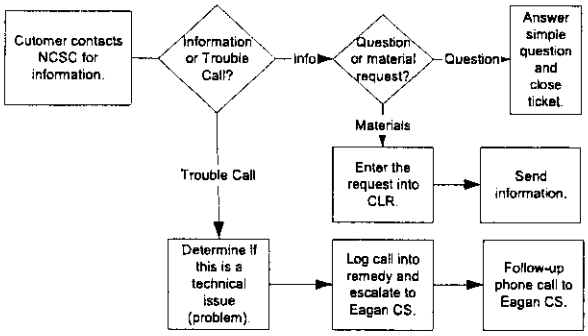
APPENDIX A: NCSC Mailer Certification and Call Flow

For a text version of NCSC Mailer Certification and Call Flow, click here.

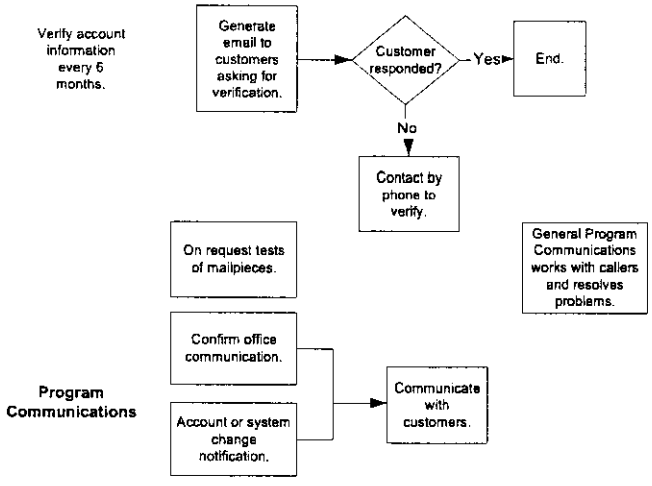
NCSC Customer Sign Up and Mailpiece Certification



Customer Calls



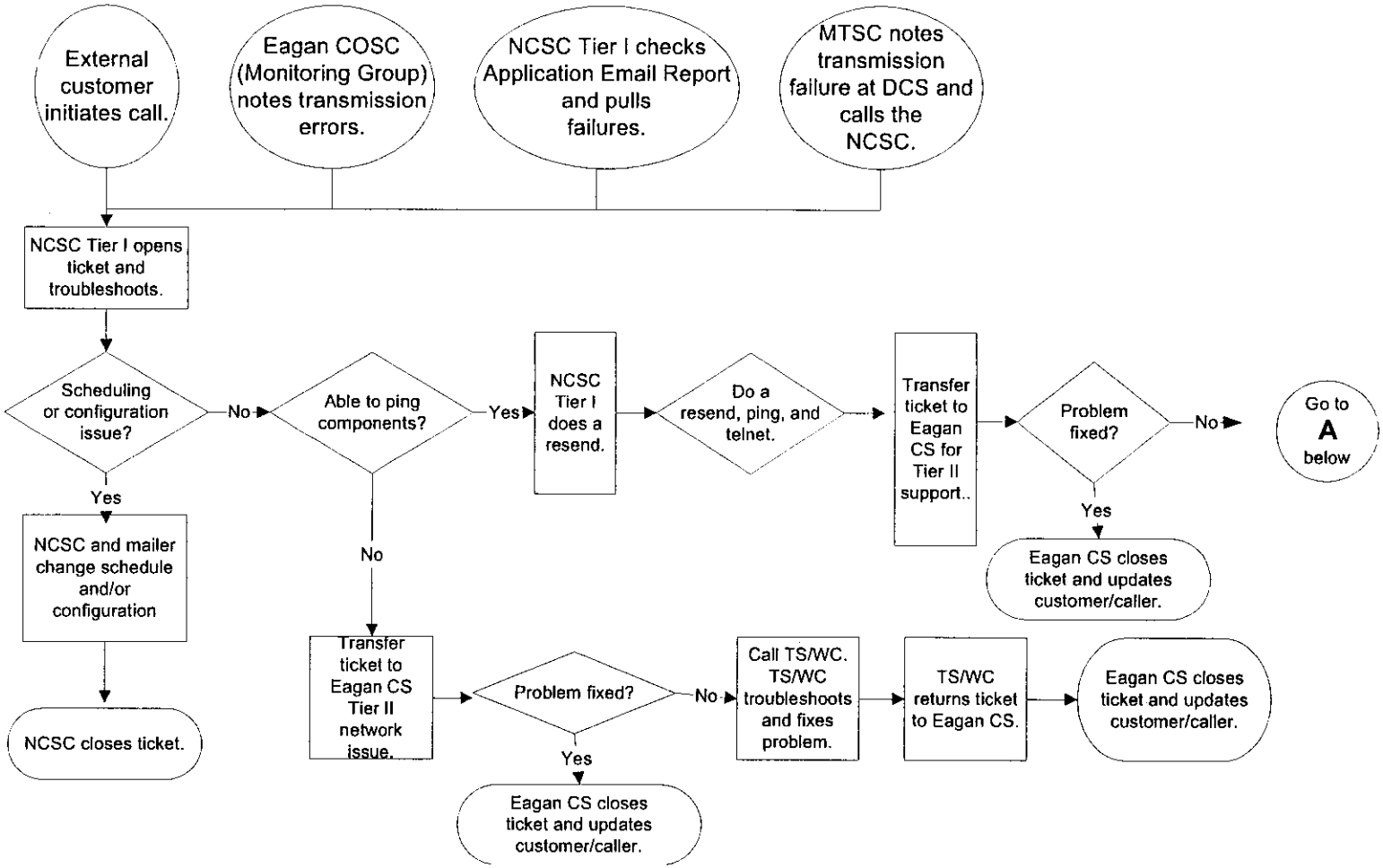
Miscellaneous

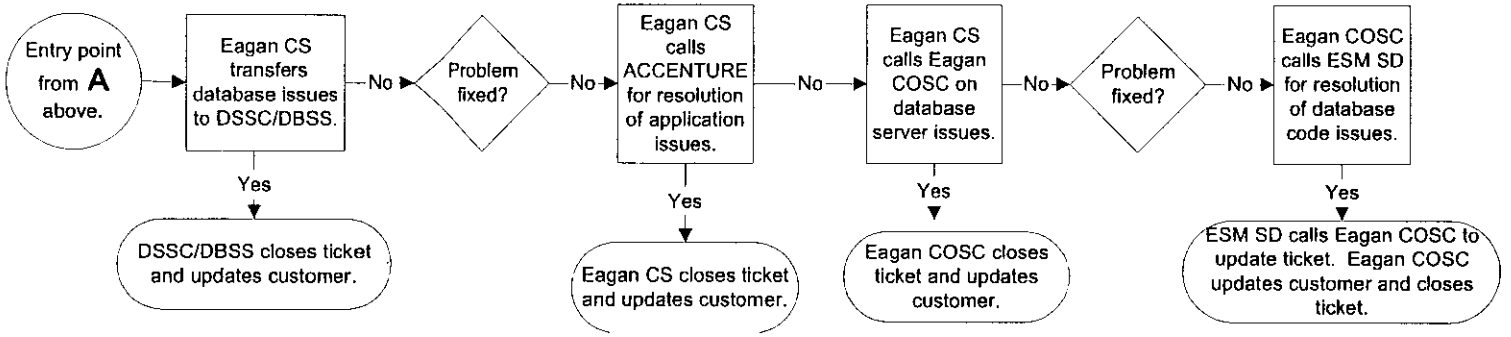


For a text version of CONFIRM Call Flow, click here.

Confirm Call Flow

(Four Entry Points for Confirm Calls)




Entry point from A above.
Eagan CS transfers database issues to DSSC/DBSS.
No
Problem fixed?
No
Eagan CS calls ACCENTURE for resolution of application issues.
No
Eagan CS calls Eagan COSC on database server issues.
No
Problem fixed?
No
Eagan COSC calls ESM SD for resolution of database code issues.
Yes
DSSC/DBSS closes ticket and updates customer.
Yes
Eagan CS closes ticket and updates customer.
Yes
Eagan COSC closes ticket and updates customer.
Yes
ESM SD calls Eagan COSC to update ticket. Eagan COSC updates customer and closes ticket.

APPENDIX B: Management Notification

Confirm Customer Management Notification

Notification Level: Consultant
Name: _____
Phone: (703) _____
Pager: N/A
Response Time: 15 minutes, call again; 15 minutes, escalate

Notification Level: Program Office Manager (Customer)
Name: _____
Phone: (703) _____
Pager: (800) _____
Response Time: 15 minutes, repage

Information Platform Management Notification

Notification Level: Information Platform Program Manager
Name: _____
Phone: (202) _____
Pager: N/A
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: Information Platform Program Manager
Name: _____
Phone: (202) _____
Pager: TBD
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: Sales and Marketing Information Platform Business Manager
Name: _____
Phone: (202) _____
Pager: Information Platform Program Manager will page as appropriate
Response Time: 15 minutes, repage

MTSC Management Notification

Notification Level: Maintenance Management Specialist
Name: _____
Phone: (405) _____
Pager: Pager (800) _____ PIN _____
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: Maintenance Management Specialist
Name: _____
Phone: (405) _____
Cell Phone: Pager (800) _____ PIN _____
Response Time: 15 minutes, call again; 15 minutes, escalate

Notification Level: Maintenance Field Support Specialist
Name: _____
Phone: (405) _____
Cell Phone: Pager (800) _____ PIN _____
Response Time: 15 minutes, call again

Engineering Management Notification

Notification Level: Project Leader
Name: _____
Phone: (703) _____
Pager: Engineering will page as appropriate.
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: ESM SD Engineering Manager
Name: _____
Phone: (703) _____
Cell Phone: Engineering will page as appropriate.
Response Time: 15 minutes, call again

TS/WC Management Notification

Notification Level: Senior Network Performance Specialist
Name: _____
Phone: (919) _____
Pager: (800) _____
Response Time: Immediately upon need for guidance or escalation

Notification Level: Network Services Manager
Name: _____
Phone: (919) _____
Pager: (800) _____
Response Time: If above is not available or when additional guidance or escalation is needed

Notification Level: TS Manager
Name: _____
Phone: (919) _____
Pager: (888) _____
Response Time: If above is not available or when additional guidance or escalation is needed

DSSC/DBSS Management Notification

Notification Level: DBA
Name: _____
Phone: (919) _____
Pager: (877) _____
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: BPL
Name: Carl Brothers
Phone: (919) 874-3175
Pager: Internal staff will page, if needed.
Response Time: 15 minutes, call again; 15 minutes, escalate

Notification Level: DBSS Manager
Name: Gregory Wallace
Phone: (919) 874-3300
Pager: Internal staff will page, if needed.
Response Time: 15 minutes, call again; 15 minutes, escalate

Notification Level: DSSC Manager
Name: _____
Phone: (919) _____
Pager: (877) _____
Response Time: 15 minutes, repage

DSSC/C&D Management Notification

Notification Level: DSSC/C&D Contact
Name: _____
Phone: (919) _____
Pager: (919) _____
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: BPL
Name: _____
Phone: (919) _____
Pager: (919) _____
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: CSTE Manager
Name: _____
Phone: (919) _____
Pager: N/A
Response Time: 15 minutes, call again; 15 minutes, escalate

Notification Level: C&D Manager
Name: _____
Phone: (919) _____
Pager: (888) _____
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: DSSC Manager
Name: _____
Phone: (919) _____
Pager: (877) _____
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: Customer Care Operations Manager
Name: _____
Phone: (919) _____
Pager: (888) _____
Response Time: 15 minutes, repage

Eagan COSC Management Notification

Notification Level: Eagan CS Manager
Name: _____
Phone: (651) _____
Pager: (800) _____ PIN _____
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: Host Computing Services Manager
Name: _____
Phone: (651) _____
Pager: (800) _____ PIN _____
Response Time: 15 minutes, repage

Field IT Management Notification

Notification Level: Field IT Manager
Name: Information will vary depending on the district.
Phone: Information will vary depending on the district.
Pager: Information will vary depending on the district.
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: Information Systems Program Coordinator
Name: _____
Phone: (412) _____
Pager: (800) _____
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: Manager, Field Customer Care & Operations
Name: _____
Phone: (651) _____
Pager: (888) _____
Response Time: 15 minutes, repage

NCSC Customer Management Notification

Notification Level: Technical Information Specialist
Name: _____
Phone: (901) _____
Pager: N/A
Response Time: 15 minutes, repage; 15 minutes, escalate

Notification Level: Technical Information Specialist
Name: _____
Phone: (901) _____
Pager: N/A
Response Time: 15 minutes, repage

Notification Level: Program Manager
Name: _____
Phone: (901_____
Pager: N/A
Response Time: 15 minutes, repage

ACCENTURE Management Notification

Notification Level: Primary POC
Name: _____
Phone: (703) _____
E-mail: _____**@accenture.com**
Response Time: 15 minutes, recall; 15 minutes, escalate

Notification Level: After Hours POC

Name: _____
Phone: (703) _____
Cell Phone: (410)375-7205
E-mail: _____
E-mail: _____
Response Time: 15 minutes, recall; 15 minutes, escalate

Notification Level: Escalation POC
Name: _____
Phone: (703) _____
E-mail: _____
Response Time: 15 minutes, recall

APPENDIX C: Acronyms

24X7	24 hours a day and 7 days a week
AO	Associate Office
AP	Accounting Period
C&D	Certification and Deployment
C/CM	Change/Configuration Management
CAT	Customer Acceptance Test
CMB	Change Management Board
CLR	Customer Letter Request
CMOR	Confirm Mail Operations Reporting
COSC	Computer Operations Service Center
CR	Change Record
CS	Customer Support
CSS	Customer Support Services
CT	Central Time
DBSS	Database Support Services
DCL	Data Control Language
DCS	Data Collection Server
DDL	Data Definition Language
DML	Data Manipulation Language
DO	District Office
DR	Disaster Recovery
DSSC	Distributed Systems Service Center
DSSC/C&D	Distributed Systems Service Center/Certification and Deployment
EPO	Electronic Post Office
ESM SD	Engineering Software Development
FTP	File Transfer Protocol
FCCO	Field Customer Care & Operations
ID	Identification
ID	Tag Identification Tag
IDS	Integrated Data Servers
IT	Information Technology
ITCS	Information Technology Customer Satisfaction
ISPC	Area Information Systems Programs Coordinator
LAN	Local Area Network
MNS	Managed Network Services
MPBCS/OSS	Mail Processing Bar Code Sorters with an Output Subsystem
MPE	Mail Processing Equipment
MTSC	Maintenance Technical Support Center in Norman, OK
N/A	Not Applicable
NCSC	National Customer Support Center
NDSS	National Directory Support System
P&DC	Processing and Distribution Centers
P&DF	Processing and Distribution Facilities
PLANET	Postal Alphanumeric Encoding Technique
POC	Point of Contact
PRN	Postal Routed Network
PTD	Performance Tracking Data
RDBMS	Relational Database Management System
RFA	Request For Action
RMAN	Recovery Manager
RNS	Reply Notification Service
SDP	Service Delivery Point

SLA	Service Level Agreement
SMMS	System Management and Maintenance Server
SMS	System Management Server
SNMP	Simple Network Management Protocol
TS/WC	Telecommunication Services/WorldCom
USPS	United States Postal Service
WAN	Wide Area Network